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Implementing and Supporting Cisco Unified Contact Center Enterprise (UCCEIS)

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QUESTION 1

Which two things can cause the "Send to VRU" to fail within an ICM script for Cisco Unified Customer Voice Portal? (Choose two.)

A. No network VRU is configured for the routing client.

B. VRU PIM just got out of service.

C. Incorrect media file name.

D. Send to originator is not enabled.

E. Primary VRU peripheral gateway is out of service.

Correct Answer: AB

QUESTION 2

With Courtesy Callback, what does it mean to have a value "0" in Maximum Callbacks Per Calling Number?

A. Courtesy Callbacks start when "0" calls are in the queue.

B. No Courtesy Callbacks are allowed.

C. Callbacks have been temporarily suspended for dialed number.

D. Any number of callbacks are allowed.

Correct Answer: D

Reference:

http://128.107.245.145/media/media/LABCCT-2012_UCCE_-_Hands-on-CVVB-And-CVP_features_2.pdf

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QUESTION 3

Which microapps can capture DTMF from the caller in the CVP environment?

A. Menu and Get Digits

B. Menu, play Media, and get Digits

C. Play Media, Get Speech, and Get Digits

D. Get Speech, Menu, and get Digits

Correct Answer: D

QUESTION 4

In the Cisco UCCE with CVP centralized deployment with single data center, which statement about how to increase the CVP availability is true?

A. Must have SIP Proxy server to pass messages between the gateways and the CVP servers.

B. Deploy CVP with N:N redundancy.

C. Deploy CVP with N+1 redundancy.

D. Deploy CVP standalone to handle downtime.

Correct Answer: C

QUESTION 5

Which two options are prerequisites for the Cisco Finesse Platform installation wizard to succeed? (Choose two.)

A. HTTPS redirect disabled

B. Access to a Network Time Protocol server

C. Access to the Internet

D. Preconfigured domain name server and have set up forward and reverse DNS resolution

E. AWDB database configured and online

F. Cisco Finesse HTTPS redirect enabled

Correct Answer: BD

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